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Substantive questions

Continuous development, maintenance and enrichment of United Nations Websites

Report of the Secretary-General

1. In resolution 53/208 C of 18 December 1998, the General Assembly stressed "the need for the continuous development, maintenance and enrichment of United Nations websites, with a view to achieving equal treatment of the six official languages on those websites" and requested "the Secretary-General to submit proposals in this connection to the General Assembly at its fifty-fourth session through the Committee on Conferences and the Committee on Information". The present report contains input from various departments and offices of the United Nations Secretariat that provide information for posting on the United Nations website.

I. Executive summary

2. Since its launch in June 1995, the United Nations Website has developed into a major storehouse of online information and is now available mainly in English and French, with limited materials in the other official languages.

3. Three proposals are presented in the present report. The first would ensure full parity among all official language websites by the end of 2001; the second would achieve the same objective over a longer period of time; while the third would seek to make available certain elements in each of the languages in accordance with the level of funding made available for this purpose. In every case, however, some initial investment is required to ensure that the necessary development of United Nations website activities is an integral part of the Organization's regular work programme.

4. The request for a report on the issue of language parity and the corresponding resource requirements has come at a stage when the proposed programme budget for the biennium 2000–2001 had already been finalized. As such, the resource requirements for the continuation of Website activities in the other official languages and further development of the multimedia section of the United Nations Website would be in addition to the 2000–2001 budget proposals for programme 23, Public information, and will need to be addressed, should the Committee decide to endorse one of the three options proposed in the present report.

II. Introduction

5. The United Nations website (www.un.org) was launched on 26 June 1995 as a pilot project, in English only, featuring some basic information on the work of the Organization. It was formally launched in September 1995 and has since then grown into a major undertaking. The website has undergone a series of expansions, with the addition of French and Spanish sites in September 1996,

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Russian in April 1998 and Arabic and Chinese in November 1998. In March 1998, a daily United Nations radio news service in English and French was added to the website, followed by Spanish soon thereafter. On 4 March 1999, the first United Nations audio-visual website was launched, including United Nations radio feature programmes illustrated with photographs and other graphics, as well as audio and video clips. The United Nations website now routinely receives approximately 2.8 million accesses every week from over 140 countries. The number of accesses has grown from 489,000 in January 1996 to over 12 million in January 1999.

III. Background

6. According to statistics,[1] some 164 million computer users around the world have access to the Internet, of which 55 per cent are from English-speaking countries. Of the remainder, 19 per cent speak Spanish, 18.4 per cent each German and Japanese, 9.5 per cent French and 6.2 per cent Chinese as their main language. As far as the United Nations website is concerned, of the average 2.8 million weekly accesses, more than 63,000 are for information in French, almost 37,000 for Spanish. Trends are only emerging for the other three languages. Technical and operating system constraints make website development in scripts other than roman more labour-intensive. As the level of available technology developed and existing staff acquired skills, the Department of Public Information, in cooperation with a number of other departments and offices, embarked on a project aimed at making the United Nations website available in all official languages, covering priority issues for the Organization. There were few precedents or guidelines to work with in establishing these sites, because a true multilingual and multimedia website of this magnitude has not yet been established anywhere.

IV. Current situation

7. The United Nations website is a constantly growing knowledge base updated on a daily basis with United Nations news, information, major reports and parliamentary documents, pages created on demand for United Nations conferences and events, commemorations of United Nations days, anniversaries, years and decades, and new websites from various United Nations offices and departments. It also provides links to websites of United Nations funds, programmes and specialized agencies. Member States, civil society, educational institutions and the media have been according greater importance to, and placing greater reliance on, the website, which has been performing two functions: (a) providing large new audiences with speedier access to important information about the work of the Organization; and (b) realizing greater efficiencies and optimizing the application of given resources for the dissemination of information.

8. The Department of Public Information coordinates, manages and maintains the United Nations website with the various departments and offices creating, presenting and posting their own materials. There are many links to websites that have been created and are being maintained by other offices of the United Nations system on remote Web servers, very few of which provide information in languages other than English.

9. The existence and operation of the United Nations website has been formally recognized by the General Assembly in its resolutions. As with any new activity, there are initial start-up and recurrent costs. It is important to point out that, until now, all the United Nations website activities have been carried out within existing resources, involving some temporary redeployment of staff, dispersal of related functions and restructuring of activities. Redeploying staff and resources from existing resources to attain language parity on the website and further development of the multimedia section of the United Nations website could only be achieved at the cost of a significant reduction in current programme activities, with a consequent reduction in the volume and scope of material to be presented on the Web. At this stage, a critical point has been reached, requiring a careful analysis of all relevant issues with a view to taking a decision on the appropriate allocation of resources for further development of the new medium. The full potential of the Internet can only be leveraged through investment in the technical architecture and infrastructure necessary to support the increased bandwidth and traffic requirements of multimedia contents, as well as the larger volume of traditional contents in all six official languages.

V. Critical issues

10. Among the important considerations are the growth of the Website, time-sensitive information, search and retrieval capabilities and multimedia elements with text incorporated into them. All of the above need to be borne in mind when planning for equitable representation of all official languages on the United Nations Website.

11. It must be noted in this regard that a large amount of information issued by the Secretariat on a daily basis, such as press releases, the United Nations Journal, daily lists of documents, daily press briefings (text and video) and statements and printed material issued by the Office of the Spokesman for the Secretary-General, are made available in English and French or in English only. The responsibility for making this information available in the six official languages would need to rest with the issuing offices, since, owing to the time-sensitive nature of the information, it would not be feasible to send it to the Department of General Assembly Affairs and Conference Services for translation. Accordingly, any daily recurrent time-sensitive translation effort of this magnitude would require special staffing arrangements, such as those currently in place for the French language site.

12. Keeping up with the extremely fast-moving nature of the development of the Internet, including the multimedia features that add to the attractiveness of the Internet, poses a challenge for the Organization. With the two-year programme budget cycle, it is extremely difficult to predict the course of technology for the latter part of the cycle and thus plan and budget for it adequately. The pilot websites in Arabic, Chinese and Russian were launched and are being maintained through the use of limited general temporary assistance funds, a situation that will need to be addressed during the consideration of the programme budget for the biennium 2000–2001. The multimedia initiatives have also been undertaken within existing resources. However, an initial investment would be required for the dissemination of all United Nations radio programmes in high-fidelity audio, and high-resolution United Nations photographs that can be downloaded for immediate use by the media. While some resources have been identified for the dissemination of high-quality materials through the Internet in the proposed programme budget for the biennium 2000–2001, the large-scale dissemination of multimedia contents and the strategic honing of Internet technology with traditional United Nations broadcasting and production would require either resources above those indicated in the proposed programme budget for the biennium 2000–2001, or a redeployment of the resources currently earmarked for the vital area of preservation and conservation of audio-visual archives, for instance.

13. Furthermore, a number of organizational issues, such as the extent to which content-providing departments would be responsible for the additional task of providing content in all languages, or the extent to which the Department of General Assembly Affairs and Conference Services would provide the necessary support for language issues, would need to be resolved. Interdepartmental discussions on this issue have already been initiated. Expansion of the website with parity among all official languages will require a significant investment in management and maintenance resources for both the content and the technical aspects of the operation. Technical infrastructure improvements will also have to be carried out.

14. Formulating proposals for according equal treatment to all six official languages on a website of this magnitude is extremely complex and costly. The rapid advent of multimedia elements, such as audio and video, also has serious implications. Such an endeavour has not been attempted on any known website on this scale, nor is there in-house experience or expertise in this area. Moreover, any set of proposals could be overtaken by rapid advances in technology even during the course of in-depth consideration of possible options.

VI. Proposals

15. Three proposals of a general nature, seeking to address the issue of equitable treatment of all official languages, are contained in the present report for consideration by Member States. Because of the fast-changing nature of the Internet, it is extremely difficult to attach a firm estimate of required resources. However, general and comparative resource estimates are provided in order to place the expense and scope of the additional work involved into perspective. The actual cost estimates will need to be worked out once the General Assembly decides which option to pursue, based on a feasibility study that would need to be undertaken at a cost of approximately US$ 1 million, for which the necessary additional appropriation would need to be made.

16. Under proposal A, all languages would be accorded equal treatment on the United Nations Website regardless of the current availability of materials in other languages or the level of technology in those languages. All differences in the availability of material among official languages should be overcome by the end of 2001, so long as the required funding is available.

17. Proposal B seeks to establish the necessary infrastructure to service and provide equitable coverage of all official languages beginning on 1 January 2001. The level of differences at that time would be addressed incrementally over a period of several bienniums, as staff and technological resources are made available.

18. Proposal C presents a modular approach. Under this option, certain modules of the website would be made available in some languages, while addressing the issue of equality on an incremental basis over a period of several bienniums in accordance with the availability of appropriate resources.

19. Under each of the above-mentioned proposals, the language materials already available in their conventional format, namely parliamentary documents and audio-visual materials, would be added to the United Nations website.

1. Proposal A: full parity among official languages

20. This is by far the most ambitious proposal. Under this option, all materials not available in any language would be translated and rendered into Hypertext Markup Language (HTML) for posting on the United Nations website. Databases and records would be translated and special computer programmes would be written to access and update these databases and records.

21. Upon full implementation, the United Nations websites in all official languages would mirror each other in content and design. For example, daily press releases, which are searchable in English and partially in French, would be translated into Arabic, Chinese, Russian and Spanish and special computer programmes would be written to enable them to be searchable by full text in all languages. Since the search technology is still in the early stages of development in Arabic and Chinese, those modules would have to be outsourced.

22. There are two components in this proposal. The first addresses the issue of the ongoing maintenance of the language Websites on an equal basis as of a particular date. The other component addresses the issue of redressing the imbalances between the English and other language sites. It is felt that the issue of ongoing maintenance would need to be dealt with first. Once that is resolved, efforts could be concentrated on the second component, equalizing the documentation and databases, as otherwise there would always be a constant need to "catch up".

(a) Timeframe

23. If this proposal is considered for implementation and the necessary resources are made available, planning would begin immediately. Because of the complexity and scale of the project, it would have to be implemented in phases. The equipment and staff infrastructure and training would be in place by December 2000, when all textual data in language sites would begin to be maintained at par with the English site. The next phase would address the existing textual differences among the sites and should be completed by the end of 2001. The equipment and staff infrastructure and training for the upgrading of every single page to multimedia format would be too costly to implement with the fast-evolving technology. Besides, many parts of the world still do not have the infrastructure technology for access to a full multimedia United Nations website. In addition, the development of multilingual audio-visual items in offices that do not produce them in the conventional way would indeed be an expensive undertaking that would only benefit areas where Internet technology is developed.

(b) Resource requirements

24. Implementation of this proposal is a complex and costly exercise involving staffing, training and other infrastructure requirements in all content-providing departments and offices. Most textual content providers now routinely make their material available in English, and some have added French. Few have material in Spanish, and only one or two have material in Arabic, Chinese or Russian. Content providers who are currently not using multimedia technology would have to make arrangements to boost their content-generating facilities so as to provide multimedia content in all the official languages and to translate and encode their materials for posting. Parliamentary documents and audio-visual items available in the official languages may be posted on the United Nations website in the appropriate Internet format.

25. Management and coordination duties in the Department of Public Information would increase more than fourfold, as would the costs of hardware and software infrastructure development. The estimates provided in the subsequent paragraphs of the present report are only indicative of the potential cost. It is for this reason that an extensive and structured feasibility study would need to be conducted to determine, with any degree of accuracy, the detailed resource requirements for both phases of this proposal. The cost of such a feasibility study is estimated at $1 million, for which the necessary additional appropriation would need to be made. The ongoing content-generation and maintenance requirements will constitute recurring expenditures, while the second phase of achieving parity would be a one-time investment.

26. On the basis of the current content of the English website and primarily focusing on the textual contents, which will have increased considerably by the time

implementation begins, this option is expected to incur a very high level of expenditure. However, based on the inputs received from the various content-providing departments and offices for textual materials to be made available on an ongoing basis, recurring expenditures of approximately $26 million per biennium, excluding staff resources would be required. The full-parity component, that is, making all documents currently on the website available in all official languages, would incur a one-time expenditure of approximately $560 million during the biennium 2000–2001. Samples of resource requirements, as provided by various departments and offices, are provided in annex II. Annex III provides a breakdown of the individual elements that comprise the overall figure.

2. Proposal B: concurrent equality among all official languages

27. This is a variation of the previous proposal and basically requires that an investment in the first component of that proposal — ongoing maintenance of the language websites on an equal basis — be made as soon as resources are made available, while spreading out the implementation of the second component — the redressing of the imbalances between the English and other language websites and the multilingual audio-visual content — over several bienniums.

28. Under this proposal, so long as the required resource allocations are made, all language websites would be maintained and enhanced on an equal basis once the necessary equipment and staff infrastructure are in place. As far as raising the United Nations website to a full multimedia level, the timeframe and the resource requirements would be similar to those indicated in proposal A. According to this proposal, each language website would be incrementally enhanced with a view to achieving parity with the English site. It is felt that unless the question of the increase in the differences is first addressed, it would be almost impossible to achieve parity. First, the increase in the differences would need to be ended, which can only happen if parity in production of all material is attained for all languages. Once there is no constant and exponential increase in the differences, as there is currently, those differences can eventually be bridged.

(a) Timeframe

29. If this proposal is considered for implementation and the resources are made available, planning would begin immediately. This proposal is not as complex as proposal A, but the scope and scale of the project is similar. It would be implemented in two separate phases over a longer period of time. It is envisaged that the equipment and staff infrastructure would be in place by December 2000, when all language sites would begin to be maintained at par with the English site. The next phase would address the then-existing differences between the English and other language sites and should be completed by the end of 2003, depending on improvements in technology and the level of resources allocated.

(b) Resource requirements

30. Implementation of this proposal is also a complex and costly exercise involving staffing and other infrastructure requirements in all content-providing departments and offices. Proposal B would incur the same additional recurrent costs as proposal A, namely $26 million per biennium. It is anticipated that spreading out the one-time cost of $560 million to achieve parity on retroactive material could lower that amount owing to improvements in technology and other improvements in productivity. As indicated in the previous proposal, content providers would need to make their own budgetary arrangements to boost their content-generation facilities to translate and encode their materials for posting.

31. In addition, management and coordination duties in the Department of Public Information would increase almost fourfold, as would hardware and software infrastructure development.

3. Proposal C: modular parity among languages

32. This proposal seeks to balance the need for parity and the prudent and realistic use of resources for this purpose. Efforts would be concentrated on bolstering the current set-ups so that the language sites can be resourced at the minimum levels necessary for their maintenance and incremental enhancement. The production of multilingual outputs, such as audio-visual items, could be strengthened so that those products could be offered electronically over the Internet, leading to speedier access to information materials, greater efficiency and the reaching of a wider audience.

33. Under this proposal, the United Nations website would be developed in all official languages as staff and other resources permit. A prioritized list of items to be made available in all languages has been developed (see annex III). Parity would be introduced in modules, with a number

of modules being common to each language. The audio-visual content could also be considered a module itself, as outlined below and in annex I, part II. The modular approach would be a continuous process that should eventually reduce the number of differences with improvements in the level of technology in the other official languages.

(a) Audio-visual module

34. This module aims at providing multimedia contents incrementally, in line with technological developments. Feature programmes from United Nations Radio and video clips of "UN in Action" programmes could be offered as streaming media. This would supplement the text stories and features on the planned United Nations News Service page. It would also help to reinforce public information campaigns on core issues before the United Nations and related events. Programming of United Nations Radio as well as United Nations photo coverage could be offered in high-quality formats for reuse by the media. Finally, coverage by United Nations Television could be offered as live streaming media. In all three types of activities, the question of incremental language parity would be addressed. United Nations radio programmes are produced in the official languages as original products, and "UN in Action" video programmes are produced in English and in other language versions. News coverage by United Nations Television can be captured in all official languages, with the streaming media in the floor language, and the language interpretation as supplementary audio.

(b) Timeframe

35. This would be an ongoing activity. The number of the various language modules and the timing of their implementation would be directly proportional to the additional resources that can be made available or redirected from existing operations. Again, this involves programme and budgetary provisions across all content-providing departments. The fast-changing nature of the Internet, in terms of its technology and cost, also makes it difficult to provide a detailed forecast for implementation.

36. Work is already under way to provide more audio-visual content on the Internet and existing resources have been mobilized to maximize the use of the Internet for dissemination of United Nations public information materials. These activities will progressively increase, with the expectation that all United Nations radio programming will be available as streaming media by the year 2003.

37. The question of high-quality audio-visual content for reuse by the media is already being explored. A pilot study is being undertaken on the feasibility of distributing high-fidelity United Nations radio programmes over the Internet. The results of the pilot will help map out the development of electronic distribution of those programmes to the areas of the world with advanced bandwidth and technology. The distribution of high-resolution United Nations photographs is being addressed with the implementation by the Department of Public Information of the integrated digital photo system, which should be fully operational by 2003.

38. Finally, news coverage by United Nations Television could be made available as live streaming media as the bandwidth permits and as the ancillary technical provisions are made available.

(c) Resource requirements

39. Implementation of this proposal is not as complex an exercise as in the two previous ones, but it does involve staffing and other infrastructure investments in all content-providing departments and offices. As indicated in the previous proposals, most content providers will need to make their own budgetary arrangements to boost their content-generation facilities so as to translate and encode their materials for posting, but to a lesser extent than in the previous two proposals.

40. Resource requirements for the audio-visual module are included in annex I, part II.

41. In addition, management and coordination responsibilities within the Department of Public Information would increase, as would hardware and software infrastructure development. Resource requirements for the Department are also provided in annex I, part II.

42. Annex I, part I outlines the procedure to be followed to develop the parity, should any of the proposals be decided upon.

VII. Conclusions and recommendations

43. There were few precedents or guidelines to work with in establishing the United Nations website in all official languages of the Organization, because a true multilingual website of this magnitude has not yet been established. In view of the Organization's current budgetary constraints, it appears that proposals A and B would require a prohibitive level of initial investment and recurrent maintenance costs, which cannot be met within a net zero-growth budget framework.

44. Thus, proposal C, which seeks to balance the need for linguistic diversity with more realistic resource requirements, would seem to be the preferred option. The language materials in their conventional format will be included in the United Nations website to the extent possible. Modules and audio-visual components would be included in accordance with priorities established by the General Assembly. Additional activities required for ongoing maintenance arrangements for all official languages would, however, depend on available funding.

Notes

[1] See Global Reach, Global Internet Statistics (www.euromktg com/globstats), 9 February 1999.

Annex I

Part I. Development of a multilingual website

Action	*Estimated resource requirements*	*Dependency*
1. Content-providing department requests the Department of General Assembly Affairs and Conference Services to take on the additional workload of translation of English language Web pages or outsource this work.	To calculate the cost, the number of pages to be translated is multiplied by an average cost of US$ 150 per page. The translation is calculated by using the average rate of 2.5 pages per day. This does not take into account the cost or time it takes to modify graphic files that contain text.	Mandate to take on this additional workload and/or have it outsourced on a continuous basis.
2. Request from the Department of Public Information to all contributing departments/offices urging them to provide material for the United Nations website in all official languages and appropriate formats.		Depending on available resources, contributing departments/offices would secure translations through the Department of General Assembly Affairs and Conference Services, in-house staff or outsourcing.
3. The Information Technology Section of the Department of Public Information submits requests to the Department of General Assembly Affairs and Conference Services for official translation of English language pages in phases as follows: (a) static pages requiring little or no updating; (b) dynamic pages requiring regular updating and databases.		Available resources and existing priorities within the Department of General Assembly Affairs and Conference Services.
4. Henceforth the Information Technology Section requires all contributors from the Secretariat to submit official language translations of their Web material. However, other United Nations system websites to which there are links from the United Nations website cannot be required to translate their material.	Available resources within the contributing departments/offices and within the Department of General Assembly Affairs and Conference Services.	
5. Translation of databases created and maintained by various offices within the Secretariat. Each database provider would have to undertake the following:	A sample cost estimate provided by the Department of Economic and Social Affairs is as follows:	Mandate to provide databases in all official languages.

Action	*Estimated resource requirements*	*Dependency*
(a) modification of database design and development of modules that can permit information retrieval in all official languages.	Depending on the system in question, approximately $50,000 (options A and B).	
(b) official translation of data into the other languages.	Depending on the size of data sets, and scope and frequency of updating activity, approximately $100,000 to $500,000 (options A and B).	
(c) increased server capacity	$20,000 (options A, B and C).	

Part II. Ongoing development and maintenance

In order to maintain the translated websites in the official languages at par with the English language page, it is essential that a continuous cooperative arrangement be established between the Department of General Assembly Affairs and Conference Services, and that the additional staff and material resources described below be allocated to the Department of Public Information. This is above and beyond any additional resource investments that may be required by content-providing departments.

Staffing (options A, B and C)

Overall development, policy, direction and management	*Each language unit (six units)*	*Audio/visual module*
Chief of section (P-5) Website Applications Specialist (P-3) Website Design Specialist (P-3) Website Design Assistant (GS-5/6) Website Technical Assistant (GS-5/6)	Website Coordinator/Editor (P-4) Website Officer (P-2/3) Website Assistant (GS-5/6)	Website Officer (P-2/3) to oversee audio-visual encoding and manage links in the audio-visual pages.

Material and services

1. Office space, high-speed computers and furniture;
2. Dedicated Web server for each of the language sites, media server (in house or through hosting facilities with strict United Nations control on media contents);
3. Additional bandwidth costs for expected increased usage;
4. Internet-related software, namely, a search engine capable of processing search requests in each language; linguistic resources, such as dictionaries, glossaries;
5. Hardware/software to facilitate integration of digital production, multiple encoding and automated dissemination of high-end audio/visual contents for reuse by the media;
6. Training and development.

Annex II

Sample resource requirements for option A and B, as provided by content-providing departments[a]

Department/Office	*Recurrent maintenance (United States dollars)*[b]	*Parity investment (United States dollars)*[b]	*Encoding*	*Remarks*
Department of Economic and Social Affairs	1. Project management (100,000) 2. Engage five full-time translators (500,000 per year)	1. Convert gopher to HTML (50,000) 2. To provide direct links to ODS (50,000) 3. Translate 3,000 pages (2,250,000) 4. Design and HTML templates (50,000) 5. Software (50,000) 6. Modify database design (50,000?) 7. Translate major data sets (50,000?)	Encoding costs vary according to complexity of documents.	
Department of Peacekeeping Operations	Annual update of 50 pages (10,400)	500 pages in five languages (104,000)		
Department of Political Affairs				Translation recommended.
Department of General Assembly Affairs and Conference Services				All material which originates in the Department of General Assembly Affairs and Conference Services could be posted in all six official languages within existing resources.
Office of Human Resources Management				Translation not recommended.
Office of Internal Oversight Services	Annual	20 reports in six languages (550,000)		Translation

Department/Office	*Recurrent maintenance (United States dollars)*[a]	*Parity investment (United States dollars)*[a]	*Encoding*	*Remarks*
Office of Legal Affairs				
Treaty Section		700,000 pages translated into four languages (420,000,000)		To post all material would require:
Multilateral treaties deposited with the Secretary-General	One website officer for six months	1,000 pages x five languages x $150		1. Personnel fluent in the languages;
				2. Web experts;
Division for Ocean Affairs and the Law of the Sea				3. French: one full-time staff member for one and a half months;
				Spanish: one full-time staff member for three months;
				Russian: one full-time staff member for three months;
				Arabic: one full-time staff member for five months;
				Chinese: one full-time staff member for six to seven months.
Department of Public Information	Requirements for, coordination, management, maintenance and development are provided in annex I, parts II and III			

[a] Expenditure under option C will depend on the number of modules to be covered.

[b] Figures determined by the respective offices.

Annex III

Prioritized list for translation into one language with estimated cost[a] (applicable to option C — total cost would depend on how many documents are translated)

Button on the top page of United Nations Website	*Information provider*	*Number of HTML/PDF documents/average number of pages per document*	*Estimated cost[b] (United States dollars)*
A. Static pages of HTML or portable document format (PDF) documents that require little or no updating			
About the United Nations			
United Nations history			
History of the United Nations	Department of Public Information	1 document of one page	150
Milestones	Department of Public Information	1 document of about 10 pages	1 500
Major achievements	Department of Public Information	1 document of about 5 pages	750
Fiftieth anniversary	Department of Public Information	11 documents averaging two pages	3 300
		195 documents in the United Nations gopher	146 250
Secretaries-General of the United Nations	Department of Public Information	15 documents averaging two pages each and search facility for press releases issued with the symbol SG/SM.	4 500
United Nations on-line tour			
United Nations Headquarters — New York		1 document of one page	150
United Nations Office at Geneva	*Link* to United Nations Office at Geneva	The UNOG Website is available in English and French	
United Nations Reform	Executive Office of the Secretary-General/Department of Public Information	198 documents averaging two pages each	59 400
General information			
Information guide for services to the public	Department of Public Information	1 document of about 10 pages	1 500
Media accreditation	Department of Public Information	1 document of about two pages	300
United Nations/non-governmental organization link	Department of Public Information	14 documents averaging two pages each	4 200
United Nations International School	*Link* to United Nations Information Service	The UNIS Website is available in English only	
United Nations Joint Staff Pension Fund	United Nations Joint Staff Pension Fund	86 documents averaging two pages each	25 800
Procurement Division	OCCS, Procurement Division	53 documents averaging two pages each	15 900
UN Chronicle	Department of Public Information	19 documents averaging two pages each	5 700

Button on the top page of United Nations Website	*Information provider*	*Number of HTML/PDF documents/average number of pages per document*	*Estimated cost[b] (United States dollars)*
United Nations Staff College Project	*Link* to International Labour Organization and ILO Training Centre	This Website is available in English	
Association of Former International Civil Servants	AFICS	50 documents averaging two pages each	15 000
Audio-visual			
Radio	Department of Public Information	35 documents averaging two pages each	10 500
Television	Department of Public Information	5 documents averaging two pages each	1 500
Photo	Department of Public Information	24 documents averaging seven pages each	25 200
United Nations Sound and Image Archives	Department of Public Information	6 documents averaging two pages each	1 800
United Nations publications and sales			
The United Nations in our daily lives and others	Department of Public Information	29 documents averaging two pages each	2 900
United Nations documents			
Research Guide	Department of Public Information	75 documents averaging three pages each	33 750
Secretary-General of the United Nations	Department of Public Information	63 documents averaging three pages each	28 350
General Assembly	Department of Public Information/Department of General Assembly Affairs and Conference Services	211 documents (available from optical disk system)	
Economic and Social Council	Department of Economic and Social Affairs	Approximately 2,000 documents in the United Nations gopher (some of these available on the optical disk system)	
United Nations around the world			
World map of United Nations Websites	Department of Public Information	1 document of one page	150
Departments, offices, programmes and regional commissions[c]		1 document of approximately 15 pages	2 250
Archives	Office of Central Support Services	39 documents averaging two pages each	11 700
Disarmament and arms reduction		(already included under Peace and Security section below)	
Department of Humanitarian Affairs	Department of Humanitarian Affairs	71 documents averaging two pages each	21 300
Dag Hammarskjöld Library		(already included in section B below)	

Button on the top page of United Nations Website	*Information provider*	*Number of HTML/PDF documents/average number of pages per document*	*Estimated cost[b] (United States dollars)*
Department of Political Affairs	Department of Political Affairs	479 documents averaging two pages each	143 700
Department of Peacekeeping Operations (peacekeeping operations)	Department of Peacekeeping Operations/Department of Public Information	264 documents averaging two pages each	79 200
Department of Peacekeeping Operations	Department of Peacekeeping Operations/Department of Public Information	144 documents averaging two pages each	43 200
Economic Commission for Africa	Economic Commission for Africa	1,987 documents averaging two pages each	596 100
Economic and Social Commission for Asia and the Pacific	Economic and Social Commission for Asia and the Pacific	783 documents averaging two pages each	234 900
	International Civil Service Commission	901 documents averaging two pages each	270 300
International Civil Service Commission	Department of Humanitarian Affairs	(already included in section B below)	
Landmines			
Law of the Sea	Office of Legal Affairs/Division for Ocean Affairs and the Law of the Sea	(already included below, under International Law)	
Office of Human Resources Management	Office of Human Resources Management	182 documents averaging two pages each	54 600
Office of Internal Oversight Services	Office of Internal Oversight Services	85 documents averaging two pages each	25 500
Procurement and Transportation	Office of Central Support Services	54 documents averaging two pages each	16 200
Regional Commissions New York Office	Regional Commissions New York Office	9 documents averaging two pages each	2 700
Treasury	Department of Management (Treasury)	1 document	150
Treaties	Office of Legal Affairs	394 documents averaging two pages each	118 200
United Nations Information Centres	Department of Public Information	5 documents averaging two pages each	1 500
United Nations Postal Administration	OCCS/United Nations Postal Administration	48 documents averaging two pages each	14 400
United Nations Special Commission	United Nations Special Commission	(included under Peace and Security section below)	
United Nations Statistical Division	Department of Economic and Social Affairs/United Nations Statistical Division	2 273 documents averaging two pages each	681 900
Permanent missions in Geneva	*Link* to United Nations Office at Geneva	The United Nations Office at Geneva Website is available in English and French	
United Nations information centres	Department of Public Information	117 documents averaging two pages each	35 100
Depository libraries	Department of Public Information	153 documents averaging two pages each	22 950

Button on the top page of United Nations Website	*Information provider*	*Number of HTML/PDF documents/average number of pages per document*	*Estimated cost*[b] *(United States dollars)*
United Nations Member States			
Information on the Year 2000 Problem	Department of Public Information/Department of Management	35 documents; 39 pages	5 850
Peace and security			
United Nations peacekeeping	Department of Public Information/Department of Peacekeeping Operations	701 documents averaging two pages each	210 300
50 years of United Nations peacekeeping	Department of Public Information/Department of Peacekeeping Operations	138 documents averaging two pages each	41 400
Disarmament	Department of Disarmament Affairs	225 documents averaging two pages each	67 500
United Nations Special Commission	United Nations Special Commission	57 documents averaging two pages each	17 100
Electoral assistance	Department of Political Affairs	67 documents averaging two pages each	20 100
Question of Palestine	Department of Political Affairs	301 documents averaging two pages each	90 300
Economic and social development (Department of Economic and Social Affairs Website databases not included[c])	Department of Economic and Social Affairs	3,000 pages	450 000
International law			
International Court of Justice	*Link* to International Court of Justice	The International Court of Justice Website is available in English	
		401 documents averaging two pages each	120 300
International Criminal Court	Office of Legal Affairs	26 documents averaging two pages each	7 800
Codification, development and promotion of international law	Office of Legal Affairs	247 documents averaging two pages each	74 100
International Law Commission OLA	Office of Legal Affairs	594 documents averaging two pages each	178 200
Law of the Sea	Office of Legal Affairs	2,596 documents averaging two pages each	778 800
International Tribunal for the Former Yugoslavia	International Tribunal for the Former Yugoslavia		
International Criminal Tribunal for Rwanda	*Link* to International Criminal Tribunal for Rwanda	The International Criminal Tribunal for Rwanda Website is available in English	
Verdicts on the crime of genocide by the International Criminal Tribunal for Rwanda	Department of Public Information	3 documents averaging two pages each	900

Button on the top page of United Nations Website	*Information provider*	*Number of HTML/PDF documents/average number of pages per document*	*Estimated cost[b] (United States dollars)*
Human rights			
Fiftieth anniversary of the Universal Declaration of Human Rights	Department of Public Information	38 documents averaging two pages each	11 400
International Civilian Mission in Haiti	International Civilian Mission in Haiti	260 documents averaging two pages each	78 000
Civil society business	Executive Office of the Secretary-General/Department of Public Information	60 documents averaging two pages each	18 000
B. Dynamic pages that require regular updating and databases (option C)			
UN news			
Statement to the Press	Department of Public Information	1 daily document of about three pages each	450/day
Journal of the United Nations	Department of General Assembly Affairs and Conference Services	1 daily document of about six pages each	900/day
Noon briefing highlights	Department of Public Information	1 daily document of about five pages each	750/day
Spokesman for the Secretary-General	Office of the Spokesman for the Secretary-General	36 documents averaging two pages each	10 800
Daily highlights	Department of Public Information	1 daily document of about four pages each	2 400/day
United Nations press releases	Department of Public Information	6 daily documents, on average four pages	14 400/day
Fact sheets and newsletters	Department of Public Information	12 documents averaging three pages each	27 000
United Nations documents			
Daily list of documents issued at Headquarters	Department of General Assembly Affairs and Conference Services	1 daily document of about two pages each	300/day
Documents alert	Department of Public Information	(part of the Dag Hammarskjöld Library section below, under General Information)	
United Nations conference documents	Department of Public Information	81 documents averaging two pages each	24 300
Conferences and events			
Calendar of conferences and meetings	Department of General Assembly Affairs and Conference Services	111 documents averaging two pages each	33 000
Calendar of special events at Headquarters	Department of Public Information	16 documents averaging two pages each	4 800
General information			
Dag Hammarskjöld Library	Department of Public Information	225 documents averaging two pages each	67 500
CyberSchoolBus	Department of Public Information	Portions available in all languages	60 000
Employment opportunities	Office of Human Resources Management	(already listed above under United Nations Around the World)	

Button on the top page of United Nations Website	*Information provider*	*Number of HTML/PDF documents/average number of pages per document*	*Estimated cost[b] (United States dollars)*
General telephone directory	Department of Public Information	2 documents averaging two pages each	600
Peace and security			
Special Representatives of the Secretary-General		(part of the section on the Office of the Spokesman for the Secretary-General listed above, under United Nations News)	
Humanitarian affairs			
Office of the Iraq Programme	Office of the Iraq Programme	(already listed above under United Nations Around the World)	
Member States of the United Nations			
E-mail addresses of permanent missions in New York	Department of Public Information/United Nations Development Programme	*Link* to United Nations Development Programme Website	
Websites of permanent missions in New York	Department of Public Information/United Nations Development Programme	*Link* to United Nations Development Programme Website	
Audio-visual			
Radio	Department of Public Information	1 document averaging two pages	300/daily
Photos	Department of Public Information	51 documents averaging 10 pages each	76 500
Special events	Department of Public Information	34 documents averaging two pages each	10 200
News ticker with daily highlights	Department of Public Information	1 daily document averaging one page	150/daily
United Nations publications and sales			
United Nations sales publications	Department of Public Information	934 documents averaging two pages each (less 29 documents already included on p. 1 of this annex United Nations sales publications)	271 500
United Nations Bookshop	Department of Public Information	(already listed above under United Nations Around the World)	
United Nations stamps	Office of Central Support Services/United Nations Postal Administration	included in United Nations sales publications above	
UN Chronicle	Department of Public Information	included in United Nations sales publications above	
Africa Recovery	Department of Public Information	256 files (including back issues)	38 400
Image and Reality	Department of Public Information	52 files averaging two pages	15 600

Button on the top page of United Nations Website	*Information provider*	*Number of HTML/PDF documents/average number of pages per document*	*Estimated cost[b] (United States dollars)*
C. Databases[a]			
Department of Economic and Social Affairs Website databases[c]	Department of Economic and Social Affairs		170 000–570 000
Audio-visual	Department of Public Information		
UN in Action video catalogue		Approximately 100 records; one page each	15 000
Security Council meetings on film and video			
General Assembly meetings on film and video			
Humanitarian affairs			
Landmines	Department of Humanitarian Affairs	546 documents averaging two pages each	163 800
REFWORLD (refugees)	*Link* to Office of the United Nations High Commissioner for Refugees	The Website of the Office of the United Nations High Commissioner for Refugees is available in English, German, Japanese and Korean.	
ReliefWeb	*Link* to ReliefWeb	The ReliefWeb site is available in English only.	
Peacekeeping training courses database	Department of Peacekeeping Operations	430 documents averaging two pages each	129 000
Database of peacekeeping training and initiatives in Africa			
Statistics and indicators			
Monthly Bulletin of Statistics ON-line	United Nations Statistical Division	This would require translation of the *Monthly Bulletin of Statistics* and perhaps software and programming enhancements	To be determined
Social indicators	United Nations Statistical Division	14 documents averaging 10 pages each	21 000
Treaties			
International treaties	Office of Legal Affairs Treaty Section	The collection currently contains over 30,000 treaties and related subsequent actions published in hard copy in over 1,550 volumes, running over 700,000 pages. *Multilateral Treaties Deposited with the Secretary-General* is a publication that provides information on the status of 486 major multilateral instruments deposited with the Secretary-General.	Estimated cost to be determined

Button on the top page of United Nations Website	*Information provider*	*Number of HTML/PDF documents/average number of pages per document*	*Estimated cost[b] (United States dollars)*
United Nations document symbols: Guide	Department of Public Information	already included above under United Nations Around the World	
UN Info Quest (UN-I-QUE) 1946 onwards			
United Nations Information System on the Question of Palestine (UNISPAL)	Department of Political Affairs		
	Link to the Department of Political Affairs Domino server	Lotus Notes software is used	Cost to be determined
NGO directories			
Non-governmental organizations associated with the Department of Public Information	Department of Public Information	1,563 documents averaging three pages each	703 350
Non-governmental organizations in consultative status with the Economic and Social Council	*Link* to the United Nations Office at Geneva	*http://www.unog.ch/ess_mission_services/opzuvbtrsvq/ngo/* ngosearch.asp	

[*] For cost estimate, see annex I, part I, item 5.

D. Recurring expenditures per biennium

From annex III, section B (Dynamic pages)	$3 554 400 x 5 languages	$17 772 000
From annex III, section C (Databases)	$1 432 150 x 5 languages	$7 160 750
Projected overall hardware/software-related costs		$1 000 000
Total		**$25 932 750**

E. Total parity investment

From annex III, section A	$8 688 950 x 5 languages	$43 444 750
From annex III, section C (Treaties)	700,000 pages x 4 languages	$420 000 000
Typing in languages cost for 860,000 pages	860,000 x 5 languages x average $12	$51 600 000
Recurring expenditure for biennium		$25 932 750
Projected undetermined costs for feasibility study, planning and project management		$5 000 000
Projected requirement for hardware/software infrastructure installation and maintenance		$14 000 000
Total		**$559 977 500**

[a] Applicable to option C; total cost would depend on how many documents are translated.

[b] Estimated cost of translation calculated at US$ 150 per page. All figures provided are in United States dollars.

[c] These Websites are prepared and maintained by individual offices, departments, regional commissions or agencies. Translation of these pages could be prepared and furnished by these offices using their budgets or the Department of Public Information, through chargebacks, would be responsible for providing the translations. In either case, the translations would be done by the Department of General Assembly Affairs and Conference Services or through outsourcing.